



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : C. Philip Vassar, et al.

Title of Invention : METHOD AND APPARATUS FOR A
DISTRIBUTED CALL SERVICING
COMMUNITY

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Examiner : VU, VIET DUY

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Technology Center 2100

Mail Stop Non-fee Amendment
Commissioner for Patents
P.O.Box 1450
Alexandria, VA 22313-1450

AMENDMENT

SIR:

This is responsive to the Office Action dated April 16, 2004 in the above identified application. Amendments to the claims are reflected in a complete list of the claims starting from page 2 of this paper.